

Perfect Delivery Index

DELIVERY ANALYSIS - JULY 90.4 %

Description	Number	%
Total Deliveries	3610	
Completed Deliveries	3263	90.4%
Wrong Item Shipped	4	0.1%
Damaged Product	77	2.1%
Not at Home	76	2.1%
Reschedule	85	2.4%
Sales Error	72	2.0%
Customer Error	37	1.0%
Back Order	46	1.3%
Miscellaneous	36	1.0%

Note: Since there can be more than one problem on a delivery, the sum of Completed Deliveries plus problems may exceed Total Deliveries

WEEKLY DELIVERY TEAM PERFORMANCE

	Team A	Team B	Team C	Team D	Team E	Team F	Totals	Overall %
Total Deliveries	147	164	205	191	175	177	1059	
Completed Deliveries	126	147	188	175	152	160	948	89.5%
Wrong Item Shipped	0	0	1	0	0	0	1	0.1%
Damaged Product	1	2	2	3	2	7	17	1.6%
Not at Home	3	1	2	5	7	2	20	1.9%
Reschedule	9	4	7	1	7	5	33	3.1%
Sales Error	2	4	3	5	0	8	22	2.1%
Customer Error	0	0	0	0	1	0	1	0.1%
Back Order	4	4	1	1	4	0	14	1.3%
Miscellaneous	1	2	1	1	2	0	7	0.7%
Team Score %	85.71%	89.63%	91.71%	91.62%	86.86%	90.40%	89.52%	

WEEKLY DELIVERY TEAM PERFORMANCE

	Team A	Team B	Team C	Team D	Team E	Team F	Overall %
Total Deliveries	147	164	205	191	175	177	
Completed Deliveries	126	147	188	175	152	160	89.5%
Wrong Item Shipped	0.00%	0.00%	0.49%	0.00%	0.00%	0.00%	0.09%
Damaged Product	0.68%	1.22%	0.98%	1.57%	1.14%	3.95%	1.61%
Not at Home	2.04%	0.61%	0.98%	2.62%	4.00%	1.13%	1.89%
Reschedule	6.12%	2.44%	3.41%	0.52%	4.00%	2.82%	3.12%
Sales Error	1.36%	2.44%	1.46%	2.62%	0.00%	4.52%	2.08%
Customer Error	0.00%	0.00%	0.00%	0.00%	0.57%	0.00%	0.09%
Back Order	2.72%	2.44%	0.49%	0.52%	2.29%	0.00%	1.32%
Miscellaneous	0.68%	1.22%	0.49%	0.52%	1.14%	0.00%	0.66%
	85.71%	89.63%	91.71%	91.62%	86.86%	90.40%	

DEFINITIONS or EXAMPLES

Total Deliveries	Total numbers of orders on the delivery manifest
Completed Deliveries	Total orders that are delivered without any exceptions
Wrong Item Shipped	The item delivered wasn't what was specified on the manifest
Damaged Product	Item was damaged
Not at Home	No one was at home to accept delivery of the merchandise
Reschedule	Delivery cancellation was received after the merchandise was pulled.
Sales Error	Item was correct per the manifest but wasn't what the customer ordered
Customer Error	Example: Customer ordered an item too big to fit through hallway or appearance in home.
Back Order	Order not shipped complete
Miscellaneous	Example: Could not deliver -road closed due to traffic accident.

Sample provided by The Bolger Group, www.BolgerGroup.com, (740) 503-8875.

This document provides support material for an article on "Lean warehousing is all about tapping your workforce to identify areas for improvement" in *Distribution Center Management*.

Interested readers may learn more or purchase a copy by visiting <http://www.DistributionGroup.com> or phoning 800-232-4313.